

Hotline - Referrals on Active Cases and Active Referrals

(Revised 6/19/20)

[Background](#)

[Policy](#)

[Assigning Referrals on Active Cases](#)

[FFA Joint Investigations and LGH Investigations Protocols](#)

[Assigning Referrals on Active Referrals](#)

[Cross-Reporting Reminders](#)

[Alignment with SET](#)

Background

Division 31 regulations require that the caseworker responding to an allegation of abuse or neglect must be skilled in Emergency Response (ER) and must not be the worker currently assigned to the case.

Policy

Referrals on active cases or active referrals are assigned to ER social workers either in a regional office or in specialized program.

New referrals on CI cases are assigned to the active CI worker, if the parent is the alleged perpetrator. If the alleged perpetrator is unknown or a substitute care provider, the referral is assigned to the Open Case Investigations unit.

For more information, see ER - Investigations.

Assigning referrals on active cases

Most referrals received for youth with an open case will be assigned to the Open Case Investigations (OCI) unit. However, there are exceptions and these are explained in the tables below.

The table below explains how to assign referrals received on **open Voluntary Services (VS)** cases.

Voluntary Services Cases	
If...	Then...
there is a new referral received less than 30 days from when the VS case opened or the case plan has not been signed and/or the VS worker has not made contact with the family	the referral will be assigned to the previous ER SW in the region where the case is assigned.
there is a new referral received 30 days or more from when the VS case opened and the case plan has been signed	the referral will be assigned to the OCI unit.

**Assigning referrals
on active cases
(cont.)**

The table below explains how to assign a referral received on an **open Court Intervention** case.

Court Intervention	
If...	Then...
the alleged perpetrator is the parent	assign to the active Court Intervention SW.
the alleged perpetrator is a PCC staff , SPA staff, is unknown or is the SCP	assign to OCI unit.

The table below explains what cases are **not eligible for assignment of a referral to the OCI unit** and where to assign new referrals on the types of cases listed below.

If...	Then...
<ul style="list-style-type: none"> • money-only guardianship case, or • ICPC case 	assign to ER unit in region where the case is assigned.
sibling of a youth with an open case	assign to ER unit in region where the youth resides.
the youth has an open case in the Medically Fragile unit	assign to an ER SW in Med Frag.
the youth has an open case in the Indian Specialty unit	assign to an ER SW in the ISU.
<p>the youth is a dependent from another CA county and has a placement in the County of San Diego and the referral is an IRS</p> <p>NOTE: if the referral is NOT an IRS, the County of Jurisdiction is responsible for the investigation</p>	assign to ER unit in region of youth's placement zip code.
the youth resides out of state	<ul style="list-style-type: none"> • generate a referral in CWS/CMS and EO due to child residing out of state, and • cross report to the Child Abuse Hotline in the state where the child is placed and document in the EO referral the name of the person who took the cross report referral, and • notify the assigned case carrying SW and PSS by email that a referral was made.

**Assigning referrals
on active cases
(cont.)**

The table below describes additional **secondary assignments** made by the Hotline for referrals that are assigned **and** referrals that are EO.

If ...	Then assign secondary to...
the youth's placement is a Resource Family, or a licensed foster home	<ul style="list-style-type: none"> the case carrying SW and PSS the Complaint's unit PSS Placement Coordinator's Office (PCO)
the youth's placement is a Licensed Group Home (LGH), Short Term Residential Therapeutic Program (STRTP), or Foster Family Agency (FFA) home, PCC or SPA	<ul style="list-style-type: none"> the case carrying SW and PSS Institutions Evaluations Unit (IEU) PSS and, email the ERD to Community Care Licensing (CCL)

The table below describes **exceptions** for cases with **special circumstances**.

If...	Then...	And...
the alleged perpetrator is an EFC/NMD client and the victim child is not a dependent	assign primary to an ER SW in Region where child/youth resides	assign secondary to the EFC SW and PSS.
the allegation is regarding the fatality of a child in an open case	assign primary to the OCI unit	assign secondary to case-carrying SW and PSS. NOTE: Always call the case-carrying SW and PSS even during evenings, weekends and holidays to notify them of the fatality.

**Assigning referrals
on active cases
(cont.)**

If...	Then...	And...
the allegation is a fatality of a sibling of a dependent youth	<ul style="list-style-type: none"> • assign primary to an ER SW in Region where the case is assigned (during regular business hours). • assign to ER in Region where the child lives if there is no ER unit where the case is assigned. • assign to Standby on weekends, evenings and holidays. 	<p>assign secondary to case-carrying SW and PSS.</p> <p>NOTE: Always call the case-carrying SW and PSS even during evenings, weekends and holidays to notify them of the fatality.</p>
the allegation is statutory rape and the alleged perpetrator is at least 3 years and 1 day older than the dependent youth	<ul style="list-style-type: none"> • assign primary to the OCI unit (during regular business hours) • assign to Standby on weekends, evenings and holidays. 	assign secondary to case-carrying SW and PSS.

When an IS/IRS referral on an NMD is received by the Hotline, the Hotline SW will enter a contact into CWS/CMS and provide the reported information to the assigned SW for the NMD. Under NO circumstances is a referral to be created when the NMD is the only alleged victim of abuse or neglect, as CWS/CMS does not allow for the creation of a referral on a youth older than 18. The Hotline SW will:

- send an email to the assigned SW and PSS with the information in the email.
- cross-report any suspected abuse, neglect, or exploitation by the licensed or approved caregiver of the NMD to the appropriate licensing or approval agency (Community Care Licensing), and to law enforcement (WIC16504(c)).

See “Reporting suspected abuse of NMDs” in EFC-EFC - General for additional information.

FFA Joint Investigations and LGH Investigations Protocols

The Institutions Evaluation Unit (IEU) Monitor is responsible for coordinating investigations on **FFAs** (when the alleged abuser is the FFA foster parent, the foster parents' family member/relative, or the FFA staff) **and LGHs** when the alleged abuser is a group home staff.

An ER/OCI unit SW is:

- Assigned **primary** on the referral
- To interview **only** the child
- To determine risk/safety of the child
- To make any placement decisions in consultation with the assigned case-carrying SW.

If the alleged abuser is someone other than the FFA foster parent, the foster parents' family member/relative, the FFA staff, or group home/STRTP staff, then IEU does not investigate. However, if during the course of an investigation or a routine visit by an ER SW or case carrying SW, negligence on behalf of FFA foster parent is suspected, the SW must consult with IEU.

Assigning referrals on active referrals

When a new report of abuse or neglect is made, the Hotline SW will generate a new referral and determine if referral screening criteria for an in-person investigation is met (see Hotline - Referral Screening Criteria).

The Hotline SW will assign the referral according to the table below:

If...	And...	Then...
the report indicates the child is not in imminent danger (IS)	the active referral is assigned to an ER SW	<ul style="list-style-type: none">• assign primary to the ER SW who is assigned the active referral, and• secondary to their PSS.
	the active referral is assigned to the OCI unit	<ul style="list-style-type: none">• assign primary to the active OCI SW, and• secondary to the OCI PSS

Assigning referrals on active referrals (cont.)

If...	And...	Then...
indicates the child appears to be in imminent danger (IRS)	<ul style="list-style-type: none"> the active referral is assigned to an ER SW 	<ul style="list-style-type: none"> assign to Regional Assignment Clerk, who will assign to ER SW who has active referral and will assign secondary to the PSS. consult with PSS to assess for Standby response, if the referral is received after hours.
	<ul style="list-style-type: none"> the active referral is assigned to the OCI unit 	<ul style="list-style-type: none"> actively notify OCI PSS of new IRS by phone or email assign primary to the active OCI SW, and secondary to the OCI PSS consult with PSS to assess for Standby response, if the referral is received after hours.

Cross-reporting reminders

The Hotline SW is responsible for cross reporting to the following:

- Law Enforcement for all allegations except general neglect
- District Attorney for fatalities and allegations of statutory rape
- Complaint Investigations Unit (Foster Home and Resource Family investigations) for allegations of abuse or neglect by a SCP who is a relative, NREFM, LFH or RFA home
- Institutions Evaluation Unit (IEU) for allegations of abuse or neglect at PCC or in an FFA, LGH or STRTP placement
- Community Care Licensing (CCL) for allegations of abuse at PCC, an FFA, LGH or STRTP.

Alignment with SET

This policy supports SET [Value 1](#) by recognizing that safety for children and youth is the top priority of everyone involved and holding a clear understanding of the definition of safety.